














Common Phone Tasks

Place a call	Go off-hook before or after dialing a number
Redial a number	Press Redial .
Hold/resume a call	Highlight the call, and press 
Forward phone	Press more softkey, press CFwdAll , enter the 4-digit extension or press the Msgs softkey to forward to voicemail. Note: Do not forward the phone to voicemail by forwarding to x5000, it will not work correctly.
Transfer a call	Press Transfer , dial the number, then press Transfer again.
Conference Call	Press, more > Confrn , dial the participant, then press Confrn again.
Call Pickup	Lift the handset, press Pickup





1	Phone Screen	Displays phone menus and call activity including caller ID, call duration, and call state
2	Cisco IP Phone series	Indicates your Cisco IP Phone model.
3	Softkey buttons	Each activates a softkey option displayed on your phone screen.
4	Navigation button	Allows you to scroll through menu items.
5	Applications menu button	Displays the Applications menu that provides access to phone logs and directories, settings, and services.
6	Hold button	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
8	Volume button	Controls the handset, headset, speaker, and ringer volume.
9	Handset w/ light strip	The light strip on the handset indicates an incoming call or new voice message.

Phone Screen Icons

	Call Forwarding enabled
	Call on hold
	Connected call
	Off-hook
	On-hook
	Incoming call
	Shared line in use
	Handset in use
	Speaker in use (Monitor only)
	Message Waiting
	Option selected
	Feature enabled

Softkey Definitions	
*Note: Not all softkeys are available on all phones	
AbbrDial	Dial using a speed-dial index number
Answer	Answer a call
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
CFwdALL	Setup/call call forwarding
Clear	Delete records or settings
Close	Close current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Details	Opens the Details call record for a multiparty call in the Missed Calls and Received Call logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
Hlog	Log out of hunt group
iDivert	Send a call directly to voicemail
Join	Join several calls on a single line to create a conference
Monitor	Listen to a call on the speaker
MonOff	Disable the Monitor function
more	Display additional softkeys
Msgs	Dial the voicemail system
NewCall	Make a new call
PickUp	Answer a call within your group

Softkey Definitions (cont.)	
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
RmLstC	Drop the last party added to a conference call
Search	Search for a directory listing
Transfer	Transfer a call
Update	Refresh content on screen
<<	Delete entered characters
>>	Move through entered characters

Call Logs and Directories	
Dial from a call log	Press  and select Directories > Missed Calls, Placed Calls, or Received Calls . Scroll to the number to call and press Dial.
Dial from a corporate directory	Press  and select Directories > Corporate Directory . Enter letters and press Search . Scroll to correct person and press Dial .

911 Calls and Location Enforcement

Your phone will prompt you to enter the location of your phone. It is very important you enter this information as accurately as possible; this information is provided to the campus police when your phone dials 911. If you need help entering this information, please visit www.umkc.edu/is/nt/ip911.asp.

If you need further assistance, please call the Telecommunications Help Line at 816-235-1191

Cisco IP Phone 7911 Quick Reference User Guide



UMKC Information Services

www.umkc.edu/is

